

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

PRINTED: 12/16/2011
FORM APPROVED
OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 445433		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 03/16/2011	
NAME OF PROVIDER OR SUPPLIER GRACE HEALTHCARE OF CLARKSVILLE				STREET ADDRESS, CITY, STATE, ZIP CODE 111 USSERY ROAD CLARKSVILLE, TN 37043			
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F 166	<p>483.10(f)(2) RIGHT TO PROMPT EFFORTS TO RESOLVE GRIEVANCES</p> <p>A resident has the right to prompt efforts by the facility to resolve grievances the resident may have, including those with respect to the behavior of other residents.</p> <p>This REQUIREMENT is not met as evidenced by: Complaint investigation for TN00026229 and TN00027406</p> <p>Based on review of the resident council minutes, review of daily water temperature checks, observations, and interview, it was determined the facility failed to ensure the grievance of cold water voiced by residents was resolved in a timely manner. The hot water temperature on 3 of 3 halls (100, 200 and 300 halls) were cold.</p> <p>The findings included:</p> <ol style="list-style-type: none"> 1. Review of the resident council minutes dated 3/4/11 at 2:30 PM, documented, "...2. CONCERN RELATED TO SHOWERS. ALL RESIDENTS ARE TO BE SHOWERED EVERY OTHER DAY, DUE TO A RECENT UPGRADE TO THE HOT WATER SYSTEM HOT WATER HAS BEEN LIMITED AND STAFF HAVE BEEN ADVISED TO GIVE BED BATHES, BUT THE UPGRADE IS COMPLETE AND THE HOT WATER SHOULD BE WORKING PROPERLY..." 2. Review of the daily hot water temperature checks documented water temperature ranges in resident rooms of 80.4 degrees Fahrenheit (F) to 117.9 degrees F from 1/10/11 to 3/14/11. 			F 166			

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Any deficiency statement ending with an asterisk (*) denotes a deficiency which the institution may be excused from correcting providing it is determined that other safeguards provide sufficient protection to the patients. (See instructions.) Except for nursing homes, the findings stated above are disclosable 90 days following the date of survey whether or not a plan of correction is provided. For nursing homes, the above findings and plans of correction are disclosable 14 days following the date these documents are made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

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F 166	<p>Continued From page 1</p> <p>3. Observations of the hot water temperatures on the 100 hall on 3/14/11 revealed the following: a. Room 100 - 98 degrees F at 10:40 AM and 100 degrees F at 5:15 PM. b. Room 101 - 100 degrees F at 10:55 AM. c. Room 109 - 90 degrees F at 11:00 AM. d. Room 119 - 100 degrees F at 11:19 AM. e. Room 116 - 100 degrees F at 11:22 AM. f. Room 118 - 98 degrees F at 5:18 PM. g. Room 110 - 100 degrees F at 5:20 PM.</p> <p>Observations of the hot water temperatures on the 100 hall on 3/15/11 revealed the following: a. Room 101 - 88 degrees F at 7:48 AM and 96 degrees F at 4:45 PM. b. Room 115 - 100 degrees F at 7:50 AM. c. Room 118 - 100 degrees F at 7:50 AM. d. Room 112 - 100 degrees F at 4:50 PM.</p> <p>Observations of the hot water temperatures on the 100 hall on 3/16/11 revealed the following: a. Room 107 - 104.5 degrees F at 9:55 AM. b. Room 100 - 105 degrees F at 9:58 AM.</p> <p>4. Observations of the hot water temperatures on the 200 hall on 3/14/11 revealed the following: a. Room 209 - 92 degrees F at 11:25 AM. b. Room 207 - 88 degrees F at 11:30 AM. c. Room 205 - 100 degrees F at 11:40 AM.</p> <p>Observations of the hot water temperatures on the 200 hall on 3/15/11 revealed the following: a. Room 200 - 90 degrees F at 10:40 AM and 4:45 PM. b. Room 201- 80 degrees F at 10:45 AM and 88 degrees F at 4:50 PM. c. Room 209 - 88 degrees F at 10:33 AM and 82</p>			F 166			

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F 166	<p>Continued From page 2</p> <p>degrees F at 4:55 PM.</p> <p>d. Room 211 - 90 degrees F at 10:37 AM and 4:53 PM.</p> <p>Observations of the hot water temperatures on the 200 hall on 3/16/11 revealed the following:</p> <p>a. Room 203 - 103.5 degrees F at 9:59 AM.</p> <p>b. Room 211 - 102 degrees F at 10:00 AM.</p> <p>5. Observations of the hot water temperatures on the 300 hall on 3/14/11 revealed the following:</p> <p>a. Room 301 - 90 degrees F at 10:18 AM.</p> <p>b. Room 310 - 80 degrees F at 11:05 AM.</p> <p>c. Room 312 - 79 degrees F at 10:52 AM.</p> <p>d. Room 314 - 89 degrees F at 10:45 AM.</p> <p>e. Room 315 - 96 degrees F at 10:50 AM.</p> <p>f. Room 316 - 80 degrees F at 10:45 AM.</p> <p>Observations of the hot water temperatures on the 300 hall on 3/15/11 revealed the following:</p> <p>a. Room 300 - 82 degrees F at 4:52 PM.</p> <p>b. Room 301 - 76 degrees F at 4:52 PM.</p> <p>c. Room 314 - 84 degrees F at 4:52 PM.</p> <p>d. Room 316 - 82 degrees F at 4:52 PM.</p> <p>Observations of the hot water temperatures on the 300 hall on 3/16/11 revealed the following:</p> <p>a. Room 301 - 76 degrees F at 8:35 AM and 100 degrees F at 10:13 AM.</p> <p>b. Room 306 - 97.3 degrees F at 8:36 AM.</p> <p>c. Room 316 - 95.9 degrees F at 8:40 AM and 87.4 degrees F at 10:13 AM.</p> <p>6. Observations of the hot water temperatures on the 400 hall on 3/14/11 revealed the following:</p> <p>a. Room 400 - 94 degrees F at 11:20 AM.</p> <p>b. Room 401 - 108 degrees F at 10:15 AM.</p> <p>c. Room 403 - 100 degrees F at 10:53 AM.</p>			F 166			

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F 166	<p>Continued From page 3</p> <p>d. Room 405 - 84 degrees F at 10:58 AM. e. Room 407- 96 degrees F at 11:05 AM. f. Room 409 - 98 degrees F at 11:15 AM.</p> <p>Observations of the hot water temperatures on the 400 hall on 3/15/11 revealed the following: a. Room 401 - 92 degrees F at 4:55 PM. b. Room 405 - 86 degrees F at 4:51 PM. c. Room 410 - 102 degrees F at 4:59 PM.</p> <p>7. During the group interview in the conference room on 3/14/11 at 2:30 PM, 9 of 9 alert and oriented residents complained of cold water temperatures.</p> <p>During an interview in the Administrator's office on 3/15/11 at 5:00 PM, the Administrator was asked how long there had been problems with the hot water temperatures. The Administrator stated, "Just got a new system last week, fully operational tankless water system. Had an older boiler system... time to replace. Supposed to be continuous heat."</p> <p>During an interview in the Administrator's office on 3/15/11 at 5:00 PM, the Maintenance Supervisor was asked about the tankless system. The Maintenance Supervisor stated, "...circulation problem, circulates [water] throughout the building. One of circulation pumps not working, been hearing from the residents today as well..."</p> <p>During an interview in the 400 hall shower room on 3/16/11 at 7:50 AM, the Maintenance Supervisor stated, "One water heater igniter was malfunctioning so dumping cold water into hot..."</p> <p>During the quality assurance (QA) interview in the</p>			F 166			

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F 166	Continued From page 4 Administrator's office on 3/16/11 at 2:40 PM, the Administrator was asked about problems the facility had identified. The Administrator stated cold water had been a concern of staff and residents since January (2011) and was discussed at the February 15th (2011) QA meeting. The old boiler wasn't reliable which is why new tankless system was put in March (2011).			F 166			
F 328	<p>483.25(k) TREATMENT/CARE FOR SPECIAL NEEDS</p> <p>The facility must ensure that residents receive proper treatment and care for the following special services: Injections; Parenteral and enteral fluids; Colostomy, ureterostomy, or ileostomy care; Tracheostomy care; Tracheal suctioning; Respiratory care; Foot care; and Prostheses.</p> <p>This REQUIREMENT is not met as evidenced by: Based on policy review, medical record review, observations, and interview, it was determined the facility failed to ensure oxygen (O2) was administered at the rate prescribed by the physician for 1 of 6 (Resident #18) sampled residents receiving O2 and failed to ensure O2 was in the portable O2 tank in use for Random Resident (RR #3).</p> <p>The findings included:</p>			F 328			

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F 328	<p>Continued From page 5</p> <p>1. Review of the facility's oxygen administration policy documented, "...Adjust the oxygen delivery device so... proper flow of oxygen is being delivered... Check the... tank... to be sure they are in good working order... Observe the resident... periodically... to be sure oxygen is being tolerated..."</p> <p>2. Medical record review for Resident #18 documented an admission date of 2/8/11 with diagnoses of Chronic Obstructive Pulmonary Disease, Diabetes Mellitus, Hyperlipidemia, Anemia, Hypertension, and Congestive Heart Failure. Review of the physician's orders dated 3/1/11 documented "...O2 @ [at] 1- [to] 2L [liters] / [per] MIN [minute] VIA N/C [nasal cannula]..."</p> <p>Observations in Resident #18's room on 3/16/11 at 8:30 AM and 1:35 PM, revealed Resident #18 receiving O2 per binasal cannula at a rate of 3 L/MIN.</p> <p>Observations in the 100 hall on 3/16/11 at 1:20 PM, revealed Resident #18 receiving O2 per binasal cannula at a rate of 3 L/MIN per portable O2 tank.</p> <p>During an interview in Resident #18's room on 3/16/11 at 1:35 PM, the Assistant Director of Nursing (ADON) confirmed Resident #18 was receiving O2 per binasal cannula at 3 L/MIN.</p> <p>During an interview in the human resource office on 3/16/11 at 1:40 PM, the ADON confirmed Resident #18's current physician's order for O2 was for the O2 to be administered at 1-2L/MIN. The ADON confirmed Resident #18's O2 was being administered at 3L/MIN.</p>			F 328			

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F 328	Continued From page 6			F 328			
F 465	<p>3. Medical record review for RR #3 documented an admission date of 9/16/06 and a readmission date of 4/02/09 with diagnoses of Chronic Obstructive Pulmonary Disease, Dementia, Bilateral Pneumonia, and Lung Mass. Review of the physician's orders dated 3/1/11 documented, "...02 @ 2L/M [minute] via N/C..."</p> <p>Observations in the 100 hall on 3/16/11 at 1:30 PM, revealed RR #3 seated in a wheelchair with 02 binasal cannula tubing connected to an empty portable 02 tank.</p> <p>483.70(h) SAFE/FUNCTIONAL/SANITARY/COMFORTABLE ENVIRON</p> <p>The facility must provide a safe, functional, sanitary, and comfortable environment for residents, staff and the public.</p> <p>This REQUIREMENT is not met as evidenced by: Based on review of the daily hot water temperature checks, observations and interviews, it was determined the facility failed to ensure a comfortable environment for residents during showers as evidenced by cool water temperatures in 3 of 3 (100, 200, and 400 halls) shower rooms. The hot water temperature on 3 of 3 halls (100, 200 and 300 halls) were also cold.</p> <p>The findings included:</p> <p>1. Review of the daily hot water temperature checks documented, water temperature ranges in the shower rooms of 96 degrees Fahrenheit (F)</p>			F 465			

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F 465	<p>Continued From page 7 to 120.5 degrees F from 1/10/11 to 3/14/11.</p> <p>2. Observations in the 100 hall shower room on 3/15/11 at 7:45 AM, revealed the following hot water temperatures: a. Stall #1 - 96 degrees F. b. Stall #2 - 100 degrees F.</p> <p>Observations in the 100 hall shower room on 3/15/11 at 12:15 PM, revealed the following hot water temperatures: a. Stall #1 - 88 degrees F. b. Stall #2 - 90 degrees F.</p> <p>Observations in the 100 hall shower room on 3/16/11 at 8:05 AM, revealed the following hot water temperatures: a. Stall #1 - 98.4 degrees F. b. Stall #2 - 104 degrees F.</p> <p>Observations in the 100 hall shower room on 3/16/11 at 10:05 AM, revealed the following hot water temperatures: a. Stall #1 - 92 degrees F. b. Stall #2 - 98.6 degrees F.</p> <p>3. Observations in the 200 hall shower room on 3/15/11 at 7:30 AM, revealed the following hot water temperatures: a. Stall #1 - 100 degrees F. b. Stall #2 - 100 degrees F.</p> <p>Observations in the 200 hall shower room on 3/16/11 at 10:22 AM, revealed the following hot water temperatures: a. Stall #1 - 100 degrees F.</p> <p>4. Observations in the 400 hall shower room on</p>			F 465			

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F 465	<p>Continued From page 8</p> <p>3/15/11 at 8:10 AM, revealed the following hot water temperatures:</p> <p>a. Stall #1 - 100 degrees F.</p> <p>Observations in the 400 hall shower room on 3/16/11 at 10:25 AM, revealed the following hot water temperatures:</p> <p>a. Stall #1 - 103.5 degrees F.</p> <p>b. Stall #2 - 104.5 degrees F.</p> <p>5. Review of the daily hot water temperature checks documented water temperature ranges in resident rooms of 80.4 degrees F to 117.9 degrees F from 1/10/11 to 3/14/11.</p> <p>6. Observations of the hot water temperatures on the 100 hall on 3/14/11 revealed the following:</p> <p>a. Room 100 - 98 degrees F at 10:40 AM and 100 degrees F at 5:15 PM.</p> <p>b. Room 101 - 100 degrees F at 10:55 AM.</p> <p>c. Room 109 - 90 degrees F at 11:00 AM.</p> <p>d. Room 119 - 100 degrees F at 11:19 AM.</p> <p>e. Room 116 - 100 degrees F at 11:22 AM.</p> <p>f. Room 118 - 98 degrees F at 5:18 PM.</p> <p>g. Room 110 - 100 degrees F at 5:20 PM.</p> <p>Observations of the hot water temperatures on the 100 hall on 3/15/11 revealed the following:</p> <p>a. Room 101 - 88 degrees F at 7:48 AM and 96 degrees F at 4:45 PM.</p> <p>b. Room 115 - 100 degrees F at 7:50 AM.</p> <p>c. Room 118 - 100 degrees F at 7:50 AM.</p> <p>d. Room 112 - 100 degrees F at 4:50 PM.</p> <p>Observations of the hot water temperatures on the 100 hall on 3/16/11 revealed the following:</p> <p>a. Room 107 - 104.5 degrees F at 9:55 AM.</p> <p>b. Room 100 - 105 degrees F at 9:58 AM.</p>			F 465			

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F 465	<p>Continued From page 9</p> <p>7. Observations of the hot water temperatures on the 200 hall on 3/14/11 revealed the following: a. Room 209 - 92 degrees F at 11:25 AM. b. Room 207 - 88 degrees F at 11:30 AM. c. Room 205 - 100 degrees F at 11:40 AM.</p> <p>Observations of the hot water temperatures on the 200 hall on 3/15/11 revealed the following: a. Room 200 - 90 degrees F at 10:40 AM and 4:45 PM. b. Room 201- 80 degrees F at 10:45 AM and 88 degrees F at 4:50 PM. c. Room 209 - 88 degrees F at 10:33 AM and 82 degrees F at 4:55 PM. d. Room 211 - 90 degrees F at 10:37 AM and 4:53 PM.</p> <p>Observations of the hot water temperatures on the 200 hall on 3/16/11 revealed the following: a. Room 203 - 103.5 degrees F at 9:59 AM. b. Room 211 - 102 degrees F at 10:00 AM.</p> <p>8. Observations of the hot water temperatures on the 300 hall on 3/14/11 revealed the following: a. Room 301 - 90 degrees F at 10:18 AM. b. Room 310 - 80 degrees F at 11:05 AM. c. Room 312 - 79 degrees F at 10:52 AM. d. Room 314 - 89 degrees F at 10:45 AM. e. Room 315 - 96 degrees F at 10:50 AM. f. Room 316 - 80 degrees F at 10:45 AM.</p> <p>Observations of the hot water temperatures on the 300 hall on 3/15/11 revealed the following: a. Room 300 - 82 degrees F at 4:52 PM. b. Room 301 - 76 degrees F at 4:52 PM. c. Room 314 - 84 degrees F at 4:52 PM. d. Room 316 - 82 degrees F at 4:52 PM.</p>			F 465			

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F 465	<p>Continued From page 10</p> <p>Observations of the hot water temperatures on the 300 hall on 3/16/11 revealed the following:</p> <ul style="list-style-type: none"> a. Room 301 - 76 degrees F at 8:35 AM and 100 degrees F at 10:13 AM. b. Room 306 - 97.3 degrees F at 8:36 AM. c. Room 316 - 95.9 degrees F at 8:40 AM and 87.4 degrees F at 10:13 AM. <p>9. Observations of the hot water temperatures on the 400 hall on 3/14/11 revealed the following:</p> <ul style="list-style-type: none"> a. Room 400 - 94 degrees F at 11:20 AM. b. Room 401 - 108 degrees F at 10:15 AM. c. Room 403 - 100 degrees F at 10:53 AM. d. Room 405 - 84 degrees F at 10:58 AM. e. Room 407- 96 degrees F at 11:05 AM. f. Room 409 - 98 degrees F at 11:15 AM. <p>Observations of the hot water temperatures on the 400 hall on 3/15/11 revealed the following:</p> <ul style="list-style-type: none"> a. Room 401 - 92 degrees F at 4:55 PM. b. Room 405 - 86 degrees F at 4:51 PM. c. Room 410 - 102 degrees F at 4:59 PM. <p>10. During the group interview in the conference room on 3/14/11 at 2:30 PM, 9 of 9 alert and oriented residents complained of cold water temperatures.</p> <p>During an interview in the Administrator's office on 3/15/11 at 5:00 PM, the Administrator was asked how long there had been problems with the hot water temperatures. The Administrator stated, "Just got a new system last week, fully operational tankless water system. Had an older boiler system... time to replace. Supposed to be continuous heat."</p>			F 465			

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR MEDICARE & MEDICAID SERVICES

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OMB NO. 0938-0391

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 445433		(X2) MULTIPLE CONSTRUCTION A. BUILDING _____ B. WING _____		(X3) DATE SURVEY COMPLETED C 03/16/2011	
NAME OF PROVIDER OR SUPPLIER GRACE HEALTHCARE OF CLARKSVILLE				STREET ADDRESS, CITY, STATE, ZIP CODE 111 USSERY ROAD CLARKSVILLE, TN 37043			
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F 465	<p>Continued From page 11</p> <p>During an interview in the Administrator's office on 3/15/11 at 5:00 PM, the Maintenance Supervisor was asked about the tankless system. The Maintenance Supervisor stated, "...circulation problem, circulates [water] throughout the building. One of circulation pumps not working, been hearing from the residents today as well..."</p> <p>During an interview in the 400 hall shower room on 3/16/11 at 7:50 AM, the Maintenance Supervisor stated, "One water heater igniter was malfunctioning so dumping cold water into hot..."</p> <p>During the quality assurance (QA) interview in the Administrator's office on 3/16/11 at 2:40 PM, the Administrator was asked about problems the facility had identified. The Administrator stated cold water had been a concern of staff and residents since January (2011) and was discussed at the February 15th (2011) QA meeting. The old boiler wasn't reliable which is why new tankless system was put in March (2011).</p>			F 465			